



**ELECTRIC RULE NO. 17.1**  
**ADJUSTMENT OF BILLS FOR BILLING ERROR**

Sheet 1

**A. BILLING ERROR DEFINED**

Billing error is the incorrect billing of an account due to an error by PG&E, the energy service provider (ESP), or its agents, or the Customer which results in incorrect charges to the Customer. Billing error includes, but is not limited to, incorrect meter reads or clerical errors, wrong daily billing factor, incorrect voltage discount, wrong connected load information, crossed meters, an incorrect billing calculation, an incorrect meter multiplier, an inapplicable rate, or PG&E's and/or the ESP's failure to provide the Customer with notice of rate options in accordance with Rule 12. Billing error shall also include errors or failures of PG&E, an Energy Service Provider (ESP), or its agent, to properly edit and validate meter data into bill quality data pursuant to meter data processing standards and protocols adopted by the Commission.

Field error, including, but not limited to, installing the meter incorrectly and failure to close the meter potential or test switches, is also considered billing error.

Billing error which does not entitle the Customer to a credit adjustment includes failure of the Customer to notify PG&E of changes in the Customer's connected load, equipment or operation or failure of the Customer to take advantage of any noticed rate option or condition of service for which the Customer becomes eligible subsequent to the date of application for service.

Billing error shall also include failure to deliver a gas, electric or combined commodity bill, actual or estimate, in a timely manner in accordance with Rule 9.A. Failure to issue a bill due to a natural or man-made disaster such as a fire, earthquake, flood, or severe storms shall not be considered billing error for purposes of this Rule.

(T)

**B. ADJUSTMENT OF BILLS FOR BILLING ERROR**

Where PG&E overcharges or undercharges a Customer as the result of a billing error, PG&E may render an adjusted bill to the Customer for the amount of any undercharge, without interest, and shall issue a refund or credit to the Customer for the amount of any overcharge, without interest, in accordance with the procedures and limitations set forth below. Such adjusted bill shall be computed as follows:

(Continued)

Advice 4348-E  
Decision

Issued by  
**Brian K. Cherry**  
Vice President  
Regulatory Relations

Date Filed April 1, 2014  
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Resolution



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Sheet 2

**B. ADJUSTMENT OF BILLS FOR BILLING ERRORS (Cont'd.)**

**1. BILLING ERROR RESULTING IN OVERCHARGES TO THE CUSTOMER**

**a. RESIDENTIAL AND NONRESIDENTIAL SERVICE**

If either a residential or nonresidential service is found to have been overcharged due to billing error, PG&E will calculate the amount of the overcharge, for refund to the Customer, for a period of three years. However, if it is known that the period of billing error was less than three years, the overcharge will be calculated for only those months during which the billing error occurred.

**2. BILLING ERRORS RESULTING IN UNDERCHARGES TO THE CUSTOMER**

**a. RESIDENTIAL SERVICE**

If a residential service is found to have been undercharged due to a billing error, PG&E may bill the Customer for the amount of the undercharge for a period of three months. However, if it is known that the period of billing error was less than three months, the undercharge will be calculated for only those months during which the billing error occurred.

**b. NONRESIDENTIAL SERVICE**

If a nonresidential service is found to have been undercharged due to a billing error, PG&E may:

- i. bill the Customer for the amount of the undercharge for a period of three months if the Customer is a Small Business Customer, as defined in Rule 1; or (T)
- ii. bill the Customer for the amount of the undercharge for a period of three years if the Customer is not a Small Business Customer, as defined in Rule 1. (T)

A Customer who qualified as a Small Business Customer based upon annual usage under Rule 1 during the period of the billing error, but exceeds the annual maximum usage as a result of applying the three-month back-billing to calculate annual usage shall be treated as a Small Business Customer under the Section B.2.b.i, above, for any undercharges.

However, if it is known that the period of billing error was less than three months or three years, as applicable, the undercharge will be calculated for only those months during which the billing error occurred. (T)